

QUESTIONNAIRE NUMBER **id**  
 RECORD NUMBER **recnumber**  
 PREFERENCE NUMBER **preference**

0								
						0	0	

ROTATION  
**rotation**

**THE JOINT WORLD BANK/EBRD/EIB**  
**MENA Enterprise Survey**  
*Services Module*

GPS Coordinates **[INTERVIEWER, DO NOT ENTER THE DATA]**

Latitude		<b>lat</b>
Longitude		<b>lon</b>

**A. CONTROL INFORMATION**

A.0 Questionnaire <b>a0</b>	Module
If firm is Retail firm	2
If firm is an Other services (non-retail) firm	3

A.1 Country	<b>a1</b>

A.1a Language of the interview	<b>a1a</b>

A.2 Sampling region	<b>a2</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3a Screener region (coded ex post)	<b>a3a</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3x Name of city/town/village	<b>a3x</b>

A.3b Is this city the official capital city? <b>a3b</b>	
Yes	1
No	2

A.3b Is this city the main business city? <b>a3c</b>	
Yes	1
No	2

A.3 Size of locality <b>a3</b>	
City with population over 1 million – other than capital	2
Over 250,000 to 1 million	3
50,000 to 250,000	4
Less than 50,000	5

A.4 Industry	Sampling sector <b>a4a</b>	
<b>Manufacturing:Section D</b>	Food	15
	Textiles	17
	Garments	18
	Leather	19
	Wood	20
	Publishing, printing and recorded media	22
	Chemicals	24
	Plastics & rubber	25
	Non metallic minerals	26
	Fabricated metal products	28
	Motor vehicles	34
Furniture	36	
Other manufacturing	99	
<b>Retail</b>	Retail	52
<b>Other Services</b>	Wholesale	51
	IT	72
	Hotels	551
	Restaurants	552
	Services of motor vehicles	50
	Construction Section F	45
	Transport (60-64)	60

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A.4 Industry

		Screener sector <b>a4b</b>
<b>Manufacturing:Section D</b>	Food	15
	Tobacco	16
	Textiles	17
	Garments	18
	Leather	19
	Wood	20
	Paper	21
	Publishing, printing and recorded media	22
	Refined petroleum products	23
	Chemicals	24
	Plastics & rubber	25
	Non metallic minerals	26
	Basic metals	27
	Fabricated metal products	28
	Machinery and equipment	29
	Office, accounting and computing machinery	30
	Electronics (31 & 32)	31
	Precision instruments	33
	Motor vehicles	34
	Other transport equipment	35
Furniture	36	
Recycling	37	
<b>Retail</b>	Retail	52
<b>Other Services</b>	Wholesale	51
	IT	72
	Hotel and restaurants: section H	55
	Services of motor vehicles	50
	Construction Section F:	45
	Transport (60-62)	60
	Supporting transport activities (incl. travel agencies)	63
Post and telecommunications	64	

A.5 Sector match between screener information and sample frame **a5**

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment still does activities that match sample frame	2
No, does not match	3

	Sampling size <b>a6a</b>	Screener Size <b>a6b</b>
<b>A.6 Size</b>		
Micro <5 (panel only)	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

A.7 Establishment is part of a larger firm? **a7**

Yes	1
No, a firm on its own	2

A.7a Number of establishments that form the firm **a7a**

Number of establishments	
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A.7b Type of establishment **a7b**

Headquarters	1
Subsidiary site	2

A.8 Type of establishment **a8**

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
<b>DOES NOT APPLY</b>	<b>-7</b>

A.9 Are the establishment's financial statements prepared separately from HQ's statements? **a9**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

A.10 Are the establishment's financial statements prepared separately from other establishments of the same firm? **a10**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

A.11 If HQ, are financial statements independent from the rest of the establishments? **a11**

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

A.12 Interviewer code

	<b>a12</b>
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**A.14 Time face-to-face interview begins:**

<b>Day (dd)</b>	<b>Month (mm)</b>	<b>Year (yyyy)</b>	<b>Hour (00 to 23)</b>	<b>Minutes (00 to 59)</b>
<b>a14d</b>	<b>a14m</b>	<b>a14y</b>	<b>a14h</b>	<b>a14min</b>

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. The information gathered here will help the World Bank, the European Bank for Reconstruction and Development, and the European Investment Bank, to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

**B. GENERAL INFORMATION**

**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF a7=1 (YES)**

The first few questions apply to the firm which your establishment is part of.

**B.1** What is this firm's current legal status?

**SHOW CARD 1**

Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>Other (SPONTANEOUS – SPECIFY)</b>	<b>6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SKIP TO B.2**

**b1**

<b>Other</b>	
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**b1x**

**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.**

**B.3** What percentage of this firm does the largest owner or owners own?

	<b>Percent</b>
Percentage held by largest owner or owners	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b3**

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**B.2** What percentage of this firm is owned by each of the following:  
**SHOW CARD 2**

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

**IF 100% END INTERVIEW**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)**

**MNAB.4a** Is the principal owner, or one of the principal owners, a female?  
(The principal owner is the person or persons with the largest ownership share)

Yes	1	<b>SKIP TO B.4a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**MNAb4a**

**B.4** Amongst the owners of the firm, are there any females?

Yes	1	<b>SKIP TO MNAQ.5</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**b4**

**B.4a** What percentage of the firm is owned by females?

	Percentage
Percentage of female ownership	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b4a**

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**MNAQ.5** How was this firm established?  
**SHOW CARD 3**

Privatization of a state-owned firm	1
Originally private, from time of start up	2
Private subsidiary of a formerly state-owned firm	3
Joint venture with foreign partner(s)	4
State-owned firm	5
<b>OTHER (SPONTANEOUS - SPECIFY)</b>	<b>6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAq5**

<b>OTHER</b>	
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**MNAq5x**

**READ ONLY IF a7=1 (YES)**  
**I want to proceed by asking you about this establishment only.**

**B.5** In what year did this establishment begin operations?

	<b>Year</b>
Year establishment began operations	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b5**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**B.6** How many full-time employees did this establishment employ when it started operations? Please include all employees and managers  
**(INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE)**

	<b>Number</b>
Full-time employees at start-up	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b6**

**B.6a** Was this establishment formally registered when it began operations?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b6a**

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**B.6b** In what year was this establishment formally registered?

Year establishment formally registered	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NEVER REGISTERED (SPONTANEOUS)</b>	<b>-7</b>

**b6b**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**B.7** How many years of experience working in this sector does the Top Manager have?

	Years
Manager's experience in sector	
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b7**

**B.7a** Is the Top Manager female?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b7a**

**MNAB.7b** What is the highest level of education completed by the Top Manager?  
**SHOW CARD 4**

University degree or higher	1
Completed Secondary school including Vocational	2
Preparatory or Incomplete Secondary school	3
Completed Primary school	4
Incomplete Primary school or did not enter school	5
<b>DON'T KNOW ( SPONTANEOUS )</b>	<b>-9</b>

**MNAb7b**

**B.8** Does this establishment have an internationally-recognized quality certification?  
**(INTERVIEWER: SOME EXAMPLES ARE ISO 9000 OR 14000, OR HACCP)**

Yes	1
No	2
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b8**

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**C. INFRASTRUCTURE AND SERVICES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
 Now, we turn to the establishment's operations

**C.3** Over the last two years, did this establishment submit an application to obtain an electrical connection?

Yes	1	<i>GO TO QUESTION C.6</i> <i>GO TO QUESTION C.6</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c3**

**C.4** In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c4**

**C.5** In reference to that application for an electrical connection, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	

**c5**

**C.6** Over fiscal year **[insert last complete fiscal year]**, did this establishment experience power outages?

Yes	1	<i>GO TO QUESTION C.10</i> <i>GO TO QUESTION C.10</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c6**

QUESTIONNAIRE NUMBER

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**C.7** In a typical month, over fiscal year **[insert last complete fiscal year]**, how many power outages did this establishment experience?

	Number
Number of power outages in a typical month	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF 0, GO TO QUESTION C.9**  
**GO TO QUESTION C.9**

**c7**

**C.8** How long did these power outages last on average?

	Hours
Average duration of power outages (hours)	
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c8**

**C.9** Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent
Loss as percentage of total annual sales due to power outages	%
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c9a**

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	LCUs
Annual losses due to power outages	
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c9b**

**C.10** Over the course of fiscal year **[insert last complete fiscal year]**, did this establishment own or share a generator?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.12**  
**GO TO QUESTION C.12**

**c10**



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**C.11** In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c11**

**C.12** Over the last two years, did this establishment submit an application to obtain a water connection?

Yes	1	<b>GO TO QUESTION C.15</b> <b>GO TO QUESTION C.15</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c12**

**C.13** In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for water connection	
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c13**

**C.14** In reference to that application for a water connection, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**c14**

**C.22a** At the present time, does this establishment use e-mail to communicate with clients or suppliers?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22a**

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**C.22b** At the present time, does this establishment have its own website?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22b**

**C.28** Does this establishment currently use cell phones for the operations of the establishment?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c28**

**C.30a** Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment?  
**SHOW CARD 6**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS) <b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Electricity <b>c30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
	<b>IF 0, GO TO C.30B</b>					<b>GO TO C.30B</b>	<b>GO TO C.30B</b>

**MNAC.31a1** Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if electricity is no longer an obstacle?

Increase	<b>1</b>
Remain the same	<b>2</b>
Decrease	<b>3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.30b**  
**GO TO QUESTION C.30b**  
**GO TO QUESTION C.30b**

**MNAc31a1**

**MNAC.31a3** By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual cost in the next fiscal year	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAc31a3**

QUESTIONNAIRE NUMBER

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<b>C.30b</b>	Using the response options on the card; To what degree is Telecommunications an obstacle to the current operations of this establishment? <a href="#">SHOW CARD 6</a>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Telecommunications <b>c30b</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>-9</b>	<b>-7</b>

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**D. SALES AND SUPPLIES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
 The next topic to be covered is how and where this establishment makes its sales.

**D.1a1** In fiscal year [insert last complete fiscal year], what was this establishment’s main activity and product, that is, the activity and product that represented the largest proportion of annual sales?  
**ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL. FOR EX., “RETAIL SALE OF FOOD” NOT JUST “RETAIL” OR “FOOD”.**

Description

	<b>d1a1x</b>
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**INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE**

**D.1a2** PLEASE CHOOSE THE 4-DIGIT ISIC REV 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY AND PRODUCT.

	<b>Code</b>	
<b>CODE OF THE MAIN ACTIVITY AND PRODUCT</b>		<b>d1a2</b>

**D.1a3** What percentage of total sales does the main activity and product represent?

	<b>Percent</b>	
Percentage of sales represented by main activity and product	%	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>d1a3</b>

**INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES**

**D.2** In fiscal year [insert last complete fiscal year], what were this establishment’s total annual sales for ALL products and services?

	<b>LCUs</b>	
Last complete fiscal year’s total sales		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	<b>SKIP TO N.3</b>
		<b>d2</b>

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**N.3** In fiscal year [insert last complete fiscal year minus three], three fiscal years ago, what were total annual sales for this establishment?

	LCUs
Total annual sales three years ago	
<b>ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	-7
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**n3**

**D.3** In fiscal year [insert last complete fiscal year], what percentage of this establishment's sales were: **SHOW CARD 7**

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	<b>d3a</b> %	-9	<i>IF 100, GO TO QUESTION D.10</i>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	-9	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports <b>[EXCL. WEST BANK AND GAZA]</b>	<b>d3c</b> %	-9	<i>IF 0, GO TO QUESTION D.8</i>
Direct exports to Israel <b>[WEST BANK AND GAZA ONLY]</b>	<b>d3ca</b> %	-9	
Direct exports to countries excluding Israel <b>[WEST BANK AND GAZA ONLY]</b>	<b>d3cb</b> %	-9	<i>IF D3ca + D3cb = 0, GO TO QUESTION D.8</i>
	<b>100%</b>		

**D.8** In which year did this establishment first export directly or indirectly?

	Year
Began exporting directly or indirectly	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**d8**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**MNAD.7** In fiscal year [insert last complete fiscal year], what was the main country of destination for this establishment's exports?

	Country
Country	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**MNAd7x**

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**D.10** In fiscal year **[insert last complete fiscal year]**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	%
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>

**d10**

**D.11** In fiscal year **[insert last complete fiscal year]**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	%
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>

**d11**

**INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS, OTHERWISE SKIP TO D.30**

**D.17** At present time, when this establishment receives its main sales item, on average how many days of inventory measured in days of sales, does this establishment keep?  
**(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)**

	Days
Days of inventory of main sales item	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**d17**

**D.30a** Using the response options on the card; To what degree is Transport an obstacle to the current operations of this establishment?  
**SHOW CARD 9**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Transport <b>d30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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<b>D.30b</b>	Using the response options on the card; To what degree is Customs and Trade Regulation an obstacle to the current operations of this establishment? <b>SHOW CARD 9</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS)	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Customs and trade regulations <b>d30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**IF 0, GO TO E.1**

**GO TO E.1**

**GO TO E.1**

<b>MNAD.31b1</b>	Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if customs and trade regulations are no longer an obstacle?
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Increase	1
Remain the same	2
Decrease	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION E.1**

**GO TO QUESTION E.1**

**GO TO QUESTION E.1**

**MNAd31b1**

<b>MNAD.31b3</b>	By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?
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	Percent
Expected percentage DECREASE in total annual cost in the next fiscal year	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAd31b3**

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**E. DEGREE OF COMPETITION**

**E.1** In fiscal year **[insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product? **SHOW CARD 10**

Local – main product sold mostly in same city/town where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION E.6**  
**GO TO QUESTION E.6**

**e1**

**E.2** In fiscal year **[insert last complete fiscal year]**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

Number of competitors	
<b>TOO MANY TO COUNT (SPONTANEOUS)</b>	<b>-4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e2b**

**E.6** Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e6**

**MNAQ.53** Over the last three years has this establishment received any subsidies from the national, regional or local governments or European Union sources?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAq53**



QUESTIONNAIRE NUMBER

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<b>MNAE.20</b>	By looking at card [insert card number] can you tell me which of the practices of your competitors included in the list, if any, currently represents the biggest obstacle faced by this establishment <b>SHOW CARD 9</b>
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**INTERVIEWER: RECORD ONE ANSWER**

They avoid VAT or other sales taxes	1
They do not pay duties or observe trade regulations	2
They avoid labor taxes or regulations	3
They have favored access to credit	4
They have favored access to infrastructure services	5
They conspire to limit my access to markets or supplies	6
None of the listed practices represent an obstacle for this establishment	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAe20**

**E.11** Does this establishment compete against unregistered or informal firms?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e11**

<b>E.30</b>	Using the response options on the card; To what degree are Practices of Competitors in the Informal Sector an obstacle to the current operations of this establishment? <b>SHOW CARD 13</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**H. INNOVATION**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
 And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

**INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.**

**H.1** During the last three years, has this establishment introduced new or significantly improved products or services? Please exclude the simple resale of new goods purchased from others and changes of a solely aesthetic nature.  
**SHOW CARD 14 WITH INNOVATION EXAMPLES**

Yes	1	<i>GO TO QUESTION H.3</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h1**

**H.2** Were any of the new or significantly improved products or services also new for the establishment's main market?

Yes	1	<i>GO TO QUESTION H.3</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h2**

**H.3** During the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services?  
**SHOW CARD 15 WITH INNOVATION EXAMPLES**

Yes	1	<i>GO TO QUESTION H.3</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h3**

**H.4a** During the last three years, has this establishment introduced any new or significantly improved logistics, delivery, or distribution methods for inputs, products, or services?  
**SHOW CARD 16 WITH INNOVATION EXAMPLES**

Yes	1	<i>GO TO QUESTION H.3</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h4a**

QUESTIONNAIRE NUMBER

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**H.4b** During the last three years, has this establishment introduced any new or significantly improved supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing?  
**SHOW CARD 17 WITH INNOVATION EXAMPLES**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4b**

**H.5** During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices?  
**SHOW CARD 18 WITH INNOVATION EXAMPLES**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h5**

**H.6** During the last three years, has this establishment introduced new or significantly improved marketing methods?  
**SHOW CARD 19 WITH INNOVATION EXAMPLES**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h6**

**H.7** During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies?

**(INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.)**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h7**

**H.8** During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h8**

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**F. CAPACITY**

**MNAF.3** Are you planning to increase the production capacity and/or volume of sales of this establishment over the next year?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION G.6*

**MNAf3**

**MNAF.4** Are you satisfied with the current production capacity and/or volume of sales of this establishment?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION G.6*

*GO TO QUESTION G.6*

**MNAf4**

**MNAF.5** What are the reasons for you being satisfied with the current production capacity and/or volume of sales of this establishment?  
**INTERVIEWER: READ OUT**

	(SPONTANEOUS)			
	Yes	No	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
No more growth potential <b>MNAf5a</b>	1	2	<b>-9</b>	<b>-7</b>
Avoid increased regulatory burden, licensing or reporting requirements <b>MNAf5b</b>	1	2	<b>-9</b>	<b>-7</b>
Avoid shareholder dispersion <b>MNAf5c</b>	1	2	<b>-9</b>	<b>-7</b>
Content with current workload <b>MNAf5d</b>	1	2	<b>-9</b>	<b>-7</b>

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**G. LAND AND PERMITS**

**G.6** Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 17**

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	<b>g6a</b> %	-9
Rented or leased by this establishment	<b>g6b</b> %	-9
Other	<b>g6c</b> %	-9
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)**

**G.1** Of the land occupied by this establishment, what percent is: **SHOW CARD 17**

	Percent	( SPONTANEOUS )	
		DON'T KNOW	DOES NOT APPLY (A FLOOR IN A BUILDING)
Owned by this establishment	<b>g1a</b> %	-9	-7
Rented or leased by this establishment	<b>g1b</b> %	-9	-7
Other	<b>g1c</b> %	-9	-7
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A BUILDING)**

**G.2** Over the last two years, did this establishment submit an application to obtain a construction-related permit?

Yes	1	
No	2	<b>GO TO QUESTION G.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	<b>GO TO QUESTION G.30</b>
		<b>g2</b>

**G.3** In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days
Wait for a construction-related permit	
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>g3</b>

QUESTIONNAIRE NUMBER

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**G.4** In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**g4**

**INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS. OTHERWISE SKIP TO G.30.**

**G.5** What is the total selling area of this establishment?

Area	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**g5a**

**SPECIFY UNITS**

Square feet	1
Square yards	2
Square meters	3
<b>OTHER (SPECIFY)</b>	<b>4</b>

**g5bx**

**g5b**

**G.30** Using the response options on the card; To what degree is Access to Land an obstacle to the current operations of this establishment?  
**SHOW CARD 21**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to land <b>g30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**I. CRIME**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
 We now turn to another topic.

**I.1** In fiscal year **[insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	<i>GO TO QUESTION I.3</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**i1**

**I.2** In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**i2a**

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	LCUs
Total annual cost of security	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**i2b**

**I.3** In fiscal year **[insert last complete fiscal year]**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

Yes	1	<i>GO TO QUESTION I.30</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

*GO TO QUESTION I.30*

**i3**

QUESTIONNAIRE NUMBER

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**I.4** In fiscal year **[insert last complete fiscal year]**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

		Percent
Losses as percentage of total annual sales		%
<b>DON'T KNOW (SPONTANEOUS)</b>		<b>-9</b>

**i4a**

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

		LCUs
Total annual value of losses		
<b>DON'T KNOW (SPONTANEOUS)</b>		<b>-9</b>

**i4b**

**I.30** Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment?  
**SHOW CARD 19**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS)	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Crime, theft and disorder <b>i30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>



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**K. FINANCE**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**I would like to ask you a few questions about how you finance the operations of this establishment.**

**K.1** In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment’s total annual purchases of material inputs or services was purchased on credit (paid after delivery)?

	Percent
Purchased on credit	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k1c**

**K.2** In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment’s total annual sales of its goods or services was sold on credit (paid after delivery)?

	Percent
Sold on credit	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k2c**

**K.3** Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment’s working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?  
**SHOW CARD 22**

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>
Internal funds or retained earnings	<b>k3a</b> %	<b>-9</b>
Borrowed from private commercial banks	<b>k3b</b> %	<b>-9</b>
Borrowed from state-owned banks	<b>k3c</b> %	<b>-9</b>
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k3e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
 (UNLESS RESPONDENT DOES NOT KNOW)**

**K.4** In fiscal year **[insert last complete fiscal year]**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	
No	2	<b>GO TO QUESTION MNAK.4a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION MNAK.4a</b>

**k4**

QUESTIONNAIRE NUMBER

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**N.5** In fiscal year [insert last complete fiscal year], how much did this establishment spend on purchases of:  
**INTERVIEWER: READ OUT**

	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment (new or used)	<b>n5a</b>	<b>-9</b>
Land and buildings	<b>n5b</b>	<b>-9</b>

**K.5** Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 23**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k5a</b> %	<b>-9</b>
Owners' contribution or issued new equity shares	<b>k5i</b> %	<b>-9</b>
Borrowed from private commercial banks	<b>k5b</b> %	<b>-9</b>
Borrowed from state-owned banks	<b>k5c</b> %	<b>-9</b>
Borrowed from non-bank financial institutions	<b>k5e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, bonds, etc	<b>k5hdj</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW)**

**MNAK.4a** In fiscal year [insert last complete fiscal year], did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAk4a**

**K.6** Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k6**

QUESTIONNAIRE NUMBER

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**K.7** At this time, does this establishment have an overdraft facility?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k7**

**K.8** At this time, does this establishment have a line of credit or a loan from a financial institution?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.9**

**GO TO QUESTION K.15d**

**k8**

**MNAK.8c** What is the reason for not having a loan or line of credit currently?  
**SHOW CARD 24**

Because this establishment did not apply for a loan or line of credit	1
Because the last application for a loan or line of credit was turned down	2
Because the approval of the application for a loan or line of credit is still pending	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.15d**

**GO TO QUESTION K.15d**

**GO TO QUESTION K.15d**

**MNAk8c**

**MNAK.8d** What was the main reason given when the application was turned down?  
**SHOW CARD 25**

Lack of accepted collateral	1
Incompleteness of application	2
Perceived lack of profitability of project	3
Credit history of the establishment or owner	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.15d**

**GO TO QUESTION K.15d**

**GO TO QUESTION K.15d**

**GO TO QUESTION K.15d**

**GO TO QUESTION K.15d**

**MNAk8d**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan?  
**SHOW CARD 26**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Partially private, partially state-owned bank	5
Other	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.10**

**GO TO QUESTION K.10**

**GO TO QUESTION K.10**

**k9**

QUESTIONNAIRE NUMBER

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**MNAK.9a** Which bank provided the most recent line of credit or loan?  
**SHOW CARD 27**

Bank 1	1
Bank 2	2
Bank 3	3
Bank 4	4
Bank 5	5
Bank 6	6
Bank 7	7
Bank 8	8
Bank 9	9
Bank 10	10
<b>OTHER (SPONTANEOUS - SPECIFY)</b>	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAk9a**

<b>OTHER</b>	
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**MNAk9ax**

**K.10** Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?  
**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

	Year
Year most recent loan or line of credit approved	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k10**

**K.11** Referring only to this most recent loan or line of credit, what was its value at the time of approval?

	LCUs
Size of most recent loan or line of credit approved	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k11**

**MNAQ.46f** In what currency is the most recent line of credit or loan denominated?

LCU	1
Euro	2
US Dollar	3
<b>OTHER (SPONTANEOUS - SPECIFY)</b>	<b>4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAq46f**

QUESTIONNAIRE NUMBER

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<b>OTHER</b>	
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**MNAq46fx**

**MNAQ.46d** What is the annual nominal interest rate (in percent) of the most recent line of credit or loan?  
**(INTERVIEWER: IF THE RESPONDENT SAYS THAT THE INTEREST RATE IS VARIABLE, PLEASE ASK THE RESPONDENT TO CALCULATE THE AVERAGE ANNUAL INTEREST RATE)**

	Percent
Annual nominal interest rate (%)	
<b>DOES NOT APPLY, USES PRINCIPLES OF ISLAMIC BANKING</b>	-7
<b>REFUSAL (SPONTANEOUS)</b>	-8
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**MNAq46d**

**MNAQ.46e** What was the original duration of the most recent line of credit or loan in months?

	Months
Duration	
<b>REFUSAL (SPONTANEOUS)</b>	-8
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**MNAq46e**

**K.13** Referring only to this most recent loan or line of credit, did the financing require collateral?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**GO TO QUESTION MNAK.15a1**  
**GO TO QUESTION MNAK.15a1**

**k13**

**K.14** Referring only to this most recent loan or line of credit, what type of collateral was required?  
**INTERVIEWER: READ OUT**

Collateral	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Land, buildings under ownership of the establishment <b>k14a</b>	1	2	-9
Machinery and equipment including movables <b>k14b</b>	1	2	-9
Accounts receivable and inventories <b>k14c</b>	1	2	-9
Personal assets of owner (house, etc.) <b>k14d</b>	1	2	-9
Other forms of collateral not included in the categories above <b>k14e</b>	1	2	-9

QUESTIONNAIRE NUMBER

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**K.15** Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	LCUs
Value of collateral	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k15a**

**MNAK.15a1** What is the outstanding balance on this most recent line of credit or loan?

	LCUs
Outstanding balance on the most recent line of credit or loan	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAk15a1**

**K.15b** What is the total number of outstanding loans or open lines of credit held by this establishment?

Total number of outstanding loans or open lines of credit		<i>IF 1, GO TO QUESTION K.15d</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION K.15d</i>

**k15b**

**K.15c** What is the total value of outstanding loans or lines of credit held by this establishment?

	LCUs
Total value of loans outstanding	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k15c**

**K.15d** At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k15d**

**K.16** Referring again to the last fiscal year [insert last complete fiscal year], did this establishment apply for any loans or lines of credit?

Yes	1	<i>GO TO QUESTION K.20</i>
No	2	<i>GO TO QUESTION K.21</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k16**

QUESTIONNAIRE NUMBER

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**K.17** What was the main reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 28**

No need for a loan - establishment had sufficient capital	1	<i>GO TO QUESTION K.21</i>
Application procedures were complex	2	<i>GO TO QUESTION K.21</i>
Interest rates were not favorable	3	<i>GO TO QUESTION K.21</i>
Collateral requirements were too high	4	<i>GO TO QUESTION K.21</i>
Size of loan and maturity were insufficient	5	<i>GO TO QUESTION K.21</i>
Did not think it would be approved	6	<i>GO TO QUESTION K.21</i>
Other	7	<i>GO TO QUESTION K.21</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION K.21</i>

**k17**

**K.20** Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?

Application was approved	1	<i>GO TO QUESTION K.21</i>
Application was rejected	2	<i>GO TO QUESTION K.21</i>
Application was granted only in part	3	
Application was withdrawn	4	<i>GO TO QUESTION MNAK.20c</i>
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>	<i>GO TO QUESTION K.21</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION K.21</i>

**k20a**

**MNAK.20b** Referring only to this most recent application for a line of credit or loan, which source of funding was the most important to make up for the partial loan rejection?  
**SHOW CARD 29**

Outside equity	1	<i>GO TO QUESTION K.21</i>
Internal Funding	2	<i>GO TO QUESTION K.21</i>
Down-scaling of investment	3	<i>GO TO QUESTION K.21</i>
Loan from relatives	4	<i>GO TO QUESTION K.21</i>
Other non-bank funding	5	<i>GO TO QUESTION K.21</i>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	<i>GO TO QUESTION K.21</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION K.21</i>

**MNAk20b**

**MNAK.20c** Referring only to this most recent application for a line of credit or loan, why did this establishment withdraw its application?  
**SHOW CARD 30**

Offered interest rate was too high	1
Collateral requirement was too high	2
Maturity was too short	3
Maturity was too long	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAk20c**

QUESTIONNAIRE NUMBER

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**K.21** In fiscal year **[insert last complete fiscal year]**, did this establishment have its annual financial statements checked and certified by an external auditor?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k21**

**K.30** Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? **SHOW CARD 31**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to finance <b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>



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**J. BUSINESS-GOVERNMENT RELATIONS**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

**MNAQ.31e** Has this establishment been to court as a plaintiff or as a defendant in the last three years?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**MNAq31e**

**J.1** I am going to read a few statements describing the court system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.  
**SHOW CARD 32**  
**INTERVIEWER: READ OUT**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
“The court system is fair, impartial and uncorrupted.” <b>h7a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
“The court system is quick.” <b>MNAj1b</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
“The court system is able to enforce its decisions.” <b>MNAj1c</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
“I’m confident that the court system will enforce this establishment’s contractual and property rights in business disputes.” <b>MNAj1a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
“In general, government officials’ interpretations of regulations affecting this establishment are consistent and predictable.” <b>MNAj1d</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

**J.2** In a typical week over the last year, what percentage of total senior management’s time was spent on dealing with requirements imposed by government regulations?  
 (By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms.)

	Percent
Senior management’s time spent on dealing with regulations	%
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j2**

QUESTIONNAIRE NUMBER

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**J.3** Over the last year, was this establishment visited or inspected by tax officials?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION J.6a*  
*GO TO QUESTION J.6a*

**j3**

**J.4** Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?

	Number
Times inspected or met with tax officials	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j4**

**J.5** In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j5**

**J.6a** Over the last year, has this establishment secured or attempted to secure a government contract?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION J.7*  
*GO TO QUESTION J.7*

**j6a**

**J.6** When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	%
<b>LESS THAN 1%</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

**j6**

QUESTIONNAIRE NUMBER

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**J.7** It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	Percent
Percentage of total annual sales paid as informal payment	%
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j7a**

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	LCUs
Total annual informal payment	
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j7b**

**J.10** Over the last two years, did this establishment submit an application to obtain an import license?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.13**

**GO TO QUESTION J.13**

**j10**

**J.11** Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j11**

QUESTIONNAIRE NUMBER

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**J.12** In reference to that application for an import license, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j12**

**J.13** Over the last two years, did this establishment submit an application to obtain an operating license?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.30**  
**GO TO QUESTION J.30**

**j13**

**J.14** Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

	Days
Wait for an operating license	
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j14**

**J.15** In reference to that application for an operating license, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j15**

**J.30a** Using the response options on the card; To what degree is/are Tax rates an obstacle to the current operations of this establishment? **SHOW CARD 33**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Tax rates <b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

QUESTIONNAIRE NUMBER

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**J.30b** Using the response options on the card; To what degree is/are Tax administration an obstacle to the current operations of this establishment?  
**SHOW CARD 33**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS)			
						DON'T KNOW	DOES NOT APPLY		
Tax administration <b>j30b</b>	0	1	2	3	4	-9	-7		
	<i>IF 0, GO TO J.30c</i>					<i>GO TO J.30c</i>		<i>GO TO J.30c</i>	

**MNAJ.31b1** Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if tax administration is no longer an obstacle?

Increase	1	<i>GO TO QUESTION J.30c</i>
Remain the same	2	<i>GO TO QUESTION J.30c</i>
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION J.30c</i>

**MNAj31b1**

**MNAJ.31b3** By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAj31b3**

**J.30c** Using the response options on the card; To what degree are Business licensing and permits an obstacle to the current operations of this establishment?  
**SHOW CARD 33**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS)			
						DON'T KNOW	DOES NOT APPLY		
Business licensing and permits <b>j30c</b>	0	1	2	3	4	-9	-7		
	<i>IF 0, GO TO J.30e</i>					<i>GO TO J.30e</i>		<i>GO TO J.30e</i>	

QUESTIONNAIRE NUMBER

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**MNAJ.31c1** Would this establishment’s total annual costs increase, remain the same or decrease over the next fiscal year if business licensing and permits are no longer an obstacle?

Increase	1	<i>GO TO QUESTION J.30e</i>
Remain the same	2	<i>GO TO QUESTION J.30e</i>
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION J.30e</i>

**MNAj31c1**

**MNAJ.31c3** By what percentage would this establishment’s total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAj31c3**

**J.30e** Using the response options on the card; To what degree is/are Political Instability an obstacle to the current operations of this establishment?  
**SHOW CARD 33**

							<b>(SPONTANEOUS)</b>	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>	
Political instability <b>j30e</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>-9</b>	<b>-7</b>	

**J.30f** Using the response options on the card; To what degree is corruption an obstacle to the current operations of this establishment?  
**SHOW CARD 33**

							<b>(SPONTANEOUS)</b>	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>	
Corruption <b>j30f</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>-9</b>	<b>-7</b>	
	<i>IF 0, GO TO H.30</i>					<i>GO TO H.30</i>	<i>GO TO H.30</i>	



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**L. LABOR**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**Now I would like to ask you a few questions about this establishment's labor force.**

**L.1** At the end of fiscal year **[insert last complete fiscal year]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a full shift)  
**(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers end of last fiscal year	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**11**

**L.2** Three fiscal years ago, at the end of fiscal year **[insert last complete fiscal year minus three]**, how many permanent, full-time individuals work in this establishment? Please include all employees and managers  
**(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers three fiscal years ago	
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**12**

**MNAL.4** At the end of fiscal year **[insert last complete fiscal year]**, how many permanent, full-time individuals in this establishment were younger than 30 years old?

	Number
Workers younger than 30 years old	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNA14**

**MNAL.4c** Over the course of fiscal year **[insert last complete fiscal year]**, did the total wage cost of an average permanent full-time employee  
**(INTERVIEWER: READ EACH CATEGORY)**

Increased	1	
Decreased	2	<b>GO TO QUESTION MNAL.4e</b>
Stayed the same	3	<b>GO TO QUESTION L.5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION L.5</b>

**MNA14c**



QUESTIONNAIRE NUMBER

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**MNAL.4d** Over the course of fiscal year **[insert last complete fiscal year]**, in percentage terms, how much did the total wage cost of an average permanent full-time employee increase?

	Percent	
Percentage increase in total wage cost of permanent full-time employee		%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**GO TO QUESTION L. 4f**  
**GO TO QUESTION L. 4f**  
**MNAI4d**

**MNAL.4e** Over the course of fiscal year **[insert last complete fiscal year]**, in percentage terms, how much did the total wage cost of an average permanent full-time employee decrease?

	Percent	
Percentage decrease in total wage cost of permanent full-time employee		%
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**MNAI4e**

**MNAL.4f** The main reason for this change was:  
**SHOW CARD 34**

Changes in social contributions paid by the employer	1
Changes in net wage paid by the employer to the employee	2
Changes in bonuses and extra payments (not part of the regular wage)	3
<b>OTHER (SPONTANEOUS - SPECIFY)</b>	<b>4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAI4f**

<b>OTHER</b>	
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**MNAI4fx**

**L.5** At the end of fiscal year **[insert last complete fiscal year]**, how many permanent full-time individuals working in this establishment were female?

	Number	
Female permanent full-time workers		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**15**



QUESTIONNAIRE NUMBER

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**L.10** Over fiscal year **[insert last complete fiscal year]**, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION L.30a*  
*GO TO QUESTION L.30a*

**110**

**L.30** Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment?  
**SHOW CARD 36**

Using the response options on the card; To what degree is an Inadequately Educated Workforce an obstacle to the current operations of this establishment?  
**SHOW CARD 36**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Labor regulations <b>130a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>130b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**M. BUSINESS ENVIRONMENT**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

<b>M.1</b>	By looking at card, can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment <b>SHOW CARD 35</b> <b>INTERVIEWER: DO NOT READ OUT</b>
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- |   |
|---|
| <b>1-Access to finance</b>                                |
| <b>2-Access to land</b>                                   |
| <b>3-Business licensing and permits</b>                   |
| <b>4-Corruption</b>                                       |
| <b>5-Courts</b>   |
| <b>6-Crime, theft and disorder</b>                        |
| <b>7-Customs and trade regulations</b>                    |
| <b>8-Electricity</b>                                      |
| <b>9-Inadequately educated workforce</b>                  |
| <b>10-Labor regulations</b>                               |
| <b>11-Political instability</b>                           |
| <b>12-Practices of competitors in the informal sector</b> |
| <b>13-Tax administration</b>                              |
| <b>14-Tax rates</b>                                       |
| <b>15-Transport</b>                                       |

Biggest obstacle	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**m1a**

Rotation (option 1, 2 or 3)	
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**m1d**

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**N. PERFORMANCE**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

**N.2** From this establishment’s Income Statement for fiscal year **[insert last complete fiscal year]**, please provide the following information:  
**SHOW CARD 36**

	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a</b>	<b>-9</b>
Total annual costs of electricity	<b>n2b</b>	<b>-9</b>
<b>INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FROM RETAIL FIRMS.</b>		
Total annual cost of finished goods and materials purchased to resell	<b>n2i</b>	<b>-9</b>

**MNAN.8** What was the value of the following at the end of the fiscal year **[insert last complete fiscal year]**:

	LCUs
Value of your total assets	<b>-9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	

**MNAn8a**

**MNAA.20** Is the top manager of this establishment also the owner of this establishment?  
**INTERVIEWER: IF THE ANSWER IS MADE AVAILABLE IN THE INTERVIEW, CODE WITHOUT ASKING QUESTION**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**MNAAa20**

**A.15a4. INTERVIEWER: PLEASE INDICATE THE NUMBER OF RESPONDENTS:**

	Number of respondents
1 respondent	1
2 respondents	2
3 or more respondents	3

**a15a4**

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**A.15a Please complete the following information about the interviewee(s)**

Main respondent		
Position in the firm		a15a1ax
Years with the firm		a15a2a
Years in the position		MNAa15a4a
Gender		a15a3a

1=LESS THAN ONE YEAR  
 1=LESS THAN ONE YEAR  
 1=MALE, 2=FEMALE  
 DO NOT READ OUT

Second respondent		DOES NOT APPLY
Position in the firm		-7
Years with the firm		-7
Years in the position		-7
Gender		-7

a15a1bx  
 a15a2b  
 MNAa15a4b  
 a15a3b

1=LESS THAN ONE YEAR  
 1=LESS THAN ONE YEAR  
 1=MALE, 2=FEMALE  
 DO NOT READ OUT

Third respondent		DOES NOT APPLY
Position in the firm		-7
Years with the firm		-7
Years in the position		-7
Gender		-7

a15a1cx  
 a15a2c  
 MNAa15a4c  
 a15a3c

1=LESS THAN ONE YEAR  
 1=LESS THAN ONE YEAR  
 1=MALE, 2=FEMALE  
 DO NOT READ OUT

**THIS MODULE OF THE SURVEY ENDS HERE**

**IF NOT ELIGIBLE FOR THE INNOVATION MODULE:  
 THANK YOU VERY MUCH FOR YOUR COOPERATION.**

**IF ELIGIBLE FOR INNOVATION MODULE, PROMPT:  
 BASED ON YOUR ANSWERS, WE HAVE DETERMINED THAT YOU ARE ELIGIBLE TO ANSWER A FEW ADDITIONAL QUESTIONS ON THE TOPIC OF INNOVATION. WOULD YOU BE WILLING TO PARTICIPATE AT THIS TIME? THESE QUESTIONS SHOULD LAST APPROXIMATELY 10-15 MINUTES.**

**IF RESPONDENT RESPONDS YES, PROCEED TO INNOVATION MODULE**

**IF RESPONDENT SAYS NO:  
 THANK YOU VERY MUCH FOR YOUR COOPERATION.**

QUESTIONNAIRE NUMBER

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**IF THE RESPONDENT SAYS YES, BUT AT A LATER TIME:**

**WOULD YOU LIKE TO SCHEDULE AN INTERVIEW AT A LATER TIME TO COMPLETE THIS PORTION OF THE INTERVIEW? IT MAY ALSO BE ADMINISTERED ONLINE THROUGH A SECURE LINK WE WILL SEND YOU BY EMAIL.**

**A.15 Time face-to-face interview ends:**

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

**INTERVIEWER: DO NOT READ OUT:**

**A.16** It is my perception that the responses to the questions regarding opinions and perceptions are:

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

**A.17** The responses to the questions regarding figures (productivity and employment numbers):

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are partially taken directly from establishment records and partially estimated	4

a17

**INTERVIEWER COMMENTS:**

a17x

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

**A.18** This questionnaire was completed in:

One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

a18

QUESTIONNAIRE NUMBER

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<b>A.19</b>	If option 2 or 3 in A.18, estimate duration of the whole interview
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Hour (00 to 23)	Minutes (00 to 59)
<b>a19h</b>	<b>a19m</b>